

# Phase 2 Food Establishment Operations

## COVID-19 Illness Prevention Strategies for Limited Onsite Dining

Washington state is using a [phased approach](#) to reopen food establishment onsite dining closed by the Governor's "[Stay Home, Stay Healthy](#)" order. Once a county is approved to enter Phase 2, food establishments can reopen onsite dining if they meet the [Governor's Phase 2 Dine-In Requirements](#).

Under Phase 2, food establishments must limit indoor and outdoor seating to 50% of the maximum building occupancy as determined by the fire code. Food establishments that closed dining areas or kitchens during Phase 1 should follow our COVID-19 Food Establishment Reopening Guidance before reopening under Phase 2 restrictions.

Use the guidance below to comply with the [Governor's requirements](#) and help ensure employee and customer safety while operating during this pandemic. [Food Code](#) and Governor's requirements are listed and additional recommendations are noted in *italics*. Consult with your [local health department](#) for requirements specific to your county.

## SERVICE & CUSTOMER SAFETY MODIFICATIONS

*Develop a plan to meet service and customer safety modifications required in this guidance.*

### Onsite Dining

- Limit indoor and outdoor seating capacity:
  - Do not exceed 50% of maximum building occupancy determined by the fire code
  - Stop using seating at a bar top or counter
  - Limit all parties and tables to no more than 5 guests
  - *Use reservation or metering systems to ensure reduced capacity*
  - *Outdoor seating is not added to the maximum building occupancy, but must include physical distancing between tables*
- Maintain a daily log of all guests that voluntarily provide contact information, including customer names, phone/email, and time they entered/dined at the facility. Maintain the log for 30 days to help with contact tracing. Logs are only required for customers that dine onsite.

### Customer Self-Service

- Self-service of unpackaged food, such as at salad bars and buffets must be closed unless the establishment provides increased safety through employee monitoring to:
  - Ensure all sneeze guards, utensils, and other customer-service equipment is properly in place and used.
  - Discard any food that has been contaminated by customers, such as touching food or sneezing and or coughing along the service line.
  - Monitor food to maintain proper temperature.
  - Replace utensils with clean utensils at least every four hours and ensure used utensils are properly washed, rinsed, and sanitized.
  - Ensure non-food contact surfaces, particularly touchpoints such as counters, hand rails, etc., are washed, rinsed, and sanitized daily.
  - Limit customer traffic to prevent close contact.

- *Customer self-service of fountain drinks is acceptable when touchpoints are disinfected frequently, and all single-service utensils are stored behind the counter and provided to the customer by a food worker.*
- Disinfect any condiments typically left on the table (ketchup, soy sauce, etc.) after each dining group or provide single-use condiments.
  - *Provide wrapped self-service condiments and disposable service ware, such as single-service packets or carry-out utensils.*
- Discontinue product sampling and demonstration stations, except for single portions offered in response to a consumer's request from the service counter.

## Customer Health & Hygiene

- Provide hand gel at building entrance for all staff and customers, if available.
- Stock onsite restrooms/sinks with adequate soap and paper towels.
- Encourage customers to wear a cloth face covering when they are not seated.
- *Increase circulation of outdoor air by modifying ventilation or opening screened doors/windows, when possible.*

## Customer Physical Distancing

Use a plan to ensure proper physical distancing:

- Maintain 6 feet of distance between customers in the lobby, waiting area, serving or ordering lines, beverage/condiment stations, and food pick-up stations (both indoor and outdoor).
- Place tables far enough apart so each occupied chair is at least 6 feet away from guests at adjacent tables. If 6 feet is not possible, there must be a physical barrier or wall separating booths or tables.
  - *Barriers should be a smooth, rigid surface that is easily cleanable and of sufficient height to provide adequate protection from coughs and sneezes from nearby booths or tables.*
- Stop using seating at a bar top or counter. Dining tables and seating booths in 21+ sections are allowed and follow the same dining requirements in this guidance.
- *Close bar area seating that allows for the congregation of customers from separate parties. Dining tables and seating booths are allowed if they follow the same dining requirements in this guidance and all existing laws.*
- *Arrange the flow of customers to reduce crowding.*

## SIGNAGE & SANITATION

### Cleaning/Disinfection/Sanitation

Implement a plan for cleaning, sanitizing, and disinfecting:

- Cleaning is a necessary first step for sanitizing and disinfecting chemicals to work. Use soap and water to clean food and non-food contact surfaces.
- Wash, rinse, and sanitize food contact surfaces following routine procedures. Use an EPA registered product (such as chlorine, QUAT or iodine) at a concentration appropriate for sanitizing food contact surfaces.
- Clean and disinfect frequently touched non-food contact surfaces every hour. Use an [EPA registered product](#) at a concentration that has been shown to be effective against COVID-19. Follow label directions.

- Clean and disinfect dining area touchpoints such as chair backs, condiments, digital ordering devices, and touchpads between each dining group.
- *Remove any table décor that will not be cleaned between each dining group.*

## Signage

- Post signs at the entrance to strongly encourage customers to use cloth face coverings when visiting the food establishment:
  - [King County Protect One Another from COVID-19](#)
- *Post signs to let employees and customers know about COVID-19 symptoms and physical distancing requirements:*
  - [CDC Symptoms of Coronavirus](#)
  - [CDC Stop the Spread of Germs](#)
  - [CDC Stay Home When Sick](#)
  - [King County Protect Yourself and Coworkers from COVID-19](#)

## MENU & PAYMENT MODIFICATIONS

### Menu & Ordering

- Provide a menu using one of the following options:
  - Provide single-use disposable menus.
  - *Put menu options on a board or sign.*
  - *Use an app service or website for customers to view the menu on personal devices.*
  - *Reusable menus when disinfected after each use.*
- *Limit menu options to decrease the ordering time per customer.*
- *List allergens on the menu to reduce questions.*

### Payment

- *Use call-in/mobile ordering, contactless payment systems, or automated ordering.*
- *Disinfect all payment touchpads every hour.*
- *Provide handwashing or hand gel for employees handling payment.*

## EMPLOYEE TRAINING & SAFETY

### Employee Health & Hygiene

- *Develop COVID-19 specific employee illness policies and procedures:*
  - Screen workers for COVID-19 symptoms prior to each shift by following the Daily COVID-19 Screening of Staff and Visitors [guidance](#).
  - Exclude ill food workers and make sure that they are safe to return to work by following our Employee Health & Decision Strategies [guidance](#).
  - Follow current guidelines when responding to reported COVID-19 positive employee including reporting and surface disinfection.
- Stock handwashing sinks and retrain staff on proper handwashing times and procedures.
- Provide hand gel with at least 60% alcohol, when available.
- Increase utensil washing frequency, handwashing, or use disposable gloves when tools are shared.

- *Ensure physical distancing between employees in both front and back of house.*
- *Reconfigure employee break times and locations to reduce close contact exposure.*

## Employee Training

- Train the PIC in the language they understand best to:
  - Monitor employee status for [COVID-19 symptoms](#) prior to each shift, in addition to the employee health requirements in the Food Code.
  - Enforce the COVID-19 specific written procedures.
- Train workers in the language they understand best on:
  - Identifying symptoms of COVID illness, how to prevent transmission, required hand hygiene, and illness reporting requirements. Reinforce general employee health and safety.
  - Cleaning, sanitizing, and disinfecting properly.
  - Implementing the COVID-19 specific written procedures including physical distancing and service change requirements for onsite dining.

## Employee Physical Distancing

- Maintain minimum 6 foot separation between all employees (and customers) in all interactions at all times. Use barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks and work shift starts when strict physical distancing is not feasible for a specific task.
- Minimize the number of staff serving any given table. *Have one staff person take a table's order, bring all of their beverages/food/utensils, take their payment, etc.*

## Employee Safety & PPE

- **Require employees to wear a cloth facial covering when not working alone.** This is not a substitute for 6 foot physical distancing. See our [Guidance on Cloth Face Coverings](#) for additional information.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed.
  - Provide more protective facial coverings if exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance. Refer to L&I [Coronavirus Facial Covering and Mask Requirements](#) for more information.

## More COVID-19 Information and Resources

Stay up-to-date on the [current COVID-19 situation in Washington](#), [Governor Inslee's proclamations](#), [symptoms](#), [how it spreads](#), and [how and when people should get tested](#). See our [Frequently Asked Questions](#) for more information.

The risk of COVID-19 is not connected to race, ethnicity or nationality. [Stigma will not help to fight the illness](#). Share accurate information with others to keep rumors and misinformation from spreading.

- [WA State Department of Health 2019 Novel Coronavirus Outbreak \(COVID-19\)](#)
- [WA State Coronavirus Response \(COVID-19\)](#)
- [Find Your Local Health Department or District](#)
- [CDC Coronavirus \(COVID-19\)](#)
- [Stigma Reduction Resources](#)

**Have more questions about COVID-19?** Call our hotline: **1-800-525-0127**. For interpretative services, **press #** when they answer and **say your language**. (Open from 6 a.m. to 10 p.m.) For questions about your own health, COVID-19 testing, or testing results, please contact your health care provider.